

Customer Service Representatives (\$35,910)

Office Clerks, General (\$33,990)

Receptionists & Information Clerks (\$28,300)

SKILLS IN COMMON:

Administrative Support, Customer Service, Scheduling, Appointment Setting

RELATED JOBS:

Interviewers,
Except
Eligibility and
Loan
(\$34,690)

Medical
Secretaries
(\$35,790)

Insurance
Claims and
Policy
Processing
Clerks
(\$38,320)

Medical
Records
and Health
Information
Technicians
(\$43,900)

Billing and
Posting Clerks
(\$37,280)

Secretaries &
Administrative
Assistants
(\$36,210)

NUMBER OF JOB POSTINGS OVER THE LAST SIX MONTHS:

113

1,702

229

1,426

373

2,706

ADDITIONAL SKILLS:

Data Entry
Patient Safety
Academic
Advisement
Sales

Front Office
Patient Contact
Customer
Billing

Claims Adj.
Claims
Knowledge
Claims
Processing
Customer
Contact

Medical Billing
Health Info.
Management
ICD-10
Medical
Records

Billing
Data Entry
Billing Systems
Accounting

Data Entry
Spreadsheets
Travel
Arrangements
Budgeting
Mailing

REQUESTED EDUCATION / CERTIFICATION:

None

Basic Life
Saving (BLS)
First Aid CPR
AED
Cert. Med.
Assistant

Adjuster
License
Insurance
Agent Cert.
Insurance
License

Vocational Training in Health
Information/Medical Records Administration
Certified Professional Coder
Registered Health Information Technician
Medical Billing and Coding Certification

None

None

TIME TO TRANSITION:

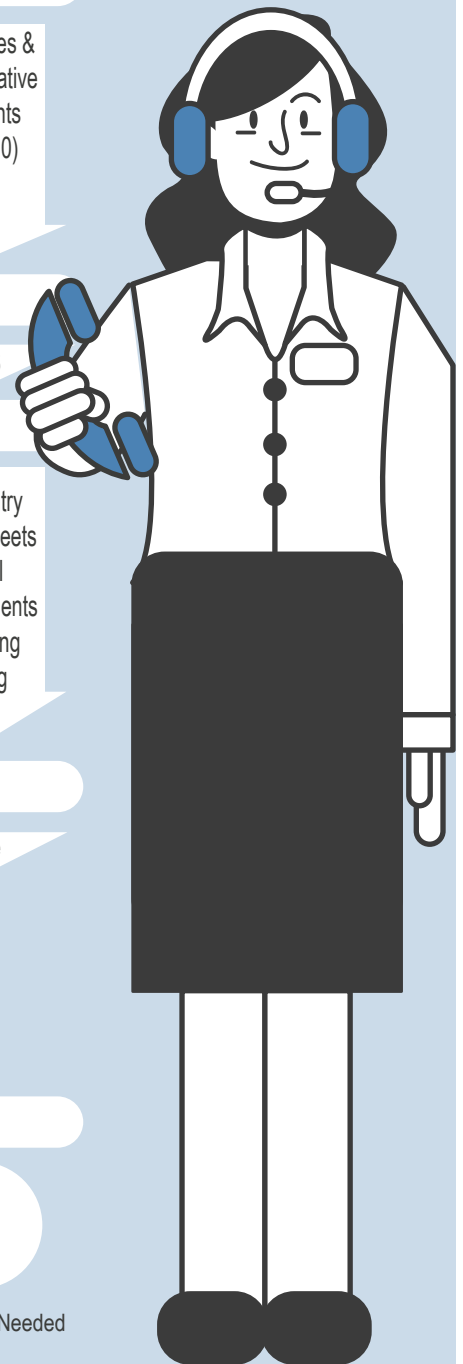


✓ Little or No Preparation Needed

! Some Preparation Needed

! Considerable Preparation Needed

Average wage in parentheses. U.S. Bureau of Labor Statistics, 2019 Occupational Employment Statistics



OFFICE AND ADMINISTRATIVE SUPPORT

The COVID-19 pandemic has changed the job market in unprecedented ways. Entry-level jobs that were once plentiful continue to experience large numbers of layoffs, even a year after the start of the spread and shutdowns in Missouri. Although every industry across the state has experienced cutbacks, three occupation groups in particular have had especially large numbers of layoffs – Sales, Food Service, and Office and Administrative Support. Together, these three occupation groups made up 34 percent of Unemployment Insurance (UI) claims filed from Jan. 9 - Feb. 27, 2021. Although employers are still posting job ads for these occupations, there are not enough new jobs to make up for the number of people being laid off. Many workers in these jobs may wish to consider new avenues of employment.

Office and Administrative Support is the occupation group with the largest number of workers collecting Unemployment Insurance benefits from Sept. 19 – Oct. 31, 2020, possibly because of many businesses closing physical offices and converting to telework. *Customer Service Representatives* was the occupation with the most number of UI claims during this time. Some jobs with similar skills to heavily laid off office and administrative support occupations, like *Interviewers, except Eligibility and Loan*, are available with little to no additional training needed. *Interviewers, except Eligibility and Loan*, are most commonly employed in the Health Care industry. Others, such as *Insurance Claims Clerks* and *Medical Records Clerks*, may require more training but offer higher pay.

Data Sources: U.S. Bureau of Labor Statistics, Occupational Employment Statistics

Burning Glass Technologies Labor/Insight, Online job postings in Missouri, Sept. 1, 2020 - Feb. 28, 2021.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.



DEPARTMENT OF
HIGHER EDUCATION &
WORKFORCE DEVELOPMENT



<https://dhewd.mo.gov> • <https://meric.mo.gov> • (800) 473-6757 • info@dhewd.mo.gov